



Notice of Advertisement  
**Competitive Sealed Proposal**  
(29 Del.C. §6924)

**Agreement Nos. 1487-1488**

**COLLECTION SERVICES**

**PROJECT DESCRIPTION**

This Request for Competitive Sealed Proposals (CSP) is issued by the Delaware Department of Transportation (hereinafter designated as 'Department') for the primary purpose of acquiring services for the collection of toll violations and E-ZPass Customer Service Center receivables, and may include other receivables owed to the Department. The primary function will be collection on accounts where attempts have been previously made by the Department. The contract will provide for the collection of delinquent accounts from persons and businesses presently located in and out-of-state.

**REQUEST FOR PROPOSAL**

Candidate firms must request the COMPETITIVE SEALED PROPOSAL (CSP) for this project. Requests may be made via telephone, facsimile, or e-mail. Proposals may be obtained from:

Contract Administration  
Delaware Department of Transportation  
P.O. Box 778  
Dover, DE 19903  
(302) 760-2034  
FAX (302) 739-2254  
[jim.hoagland@state.de.us](mailto:jim.hoagland@state.de.us)

**SUBMISSION REQUIREMENTS**

Competitive Sealed Proposals are to be delivered to Contract Administration, Delaware Department of Transportation, 800 Bay Road, Dover, Delaware 19901 until **2:00 P.M. Local Time, March 31, 2009** and thereafter be publicly opened and the names of submitting firms will be read. It is the responsibility of the submitter to make sure Competitive Sealed Proposals are received on time.

The Department reserves the right to reject any and all Competitive Sealed Proposals. Failure to follow instructions contained in the Request For CSP document may be cause for rejection of submitted proposals.

**RATING CRITERIA**

Major factors/criteria for the selection are:

State or Federal Government Collection Experience  
Cost of Service  
Recovery rate expected or previously demonstrated  
References  
Financial Condition  
Quality Systems (positive SAS 70 or outside review rates highest)

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**Department of Transportation**

**State of Delaware**

**By: Carolann Wicks, P.E.**

**Secretary**

**Dover, DE**

**March 2, 2009**